

Refund Policy for Day Trips

1. Introduction

The refund policy applies to members bookings for day trips only. We run 2 – 3 day trips annually and aim for them to break even. The charge is set to cover the costs which are made up of any garden entrance fees, refreshments where included, coach hire and driver's tip. These costs vary from trip to trip. We do not aim to make a profit although a popular trip may generate a small surplus and a less attended one may make a loss.

2. Aim of policy

Sometimes members need to cancel their booking and this can be at the last minute. We understand and are sympathetic to this. This policy sets out what happens when a cancellation is made and the circumstances in which we may make either a part or full refund.

3. If you need to cancel a booking

If you need to cancel a booking, please advise the treasurer as soon as possible, as we regularly update members on ticket availability. Her details are on the booking form.

4. Refunds

4.1 If we have not paid entrance or refreshment expenses for the canceller, we will refund that element of the booking charge providing there is flexibility with the supplier regarding the change in the size of the group. Some trips require us to pay these fees in advance.

4.2 If there is sufficient surplus from a trip after expenses have been paid to cover all cancellations, we will refund all costs i.e. refreshments, entrance fees and travel.

4.2 If there is insufficient surplus from a trip after expenses have been paid to make full refunds, we will consider whether to make a partial refund/s. This will be at the discretion of the MGA and take into account the circumstances of the situation.

5. Payment of refunds

Refunds are generally made after the trip has taken place.